

As the leader in wide-format sales and service we are an authorized reseller for HP, KIP, Océ and Canon brands serving customers throughout Indiana, Ohio and Michigan.



Our technicians are wide-format printer experts

Our highly skilled and certified technicians receive certification training from each of the manufacturers. They keep your equipment in optimum condition and can quickly identify and resolve issues.

Brands we service

We are an authorized reseller and provide service for KIP, Océ, Canon and HP wide-format printers, scanners and multi-function systems.



We provide wide-format printer service to all companies

Even if you didn't purchase your equipment from Eastern Engineering, we will be glad to service your wide format printer. Give us a call, you won't be disappointed.

Our customers are the most important part

Customer Satisfaction is always our #1 goal. Our team will strive to meet your expectations.

Service Per Incident

Give us a call if you are experiencing problems or the print quality is not acceptable. We can schedule a service call and provide an estimate.

Service plans

Included with 12 month service plans

- Fixed low monthly fee
- All parts & labor
- Travel time & fuel surcharge
- Priority 4-hr call-back guaranteed
- Preventative maintenance
- Software updates

Advantages of having Eastern Engineering provide your wide-format service

- Every service visit includes a complimentary multi-point inspection to ensure your equipment is operating properly
- 4-hour phone response during business hours
- Expert advice and a friendly, consultative approach
- Same or guaranteed next-day, on-site service
- Authorized service by experienced, manufacturer trained technicians
- Affordable maintenance options
- The assurance your printer will be fixed in a timely matter
- Free software updates with contract
- Telephone support
- Remote service available from our desktop to yours

To schedule service
Call 1-800-884-4115 ext. 215

Schedule a service call on-line at
www.easternengineering.com

"One thing that's important to know about our service team, is that we support our customers. Support through experienced, fast, and reliable service. We are informed of the newest technologies and have expert technicians and a team of people ready to help. Our customers appreciate our professional and supportive response to their needs."

*Mark Langdon, President
Eastern Engineering*

Our Service Team

More than 100 years of service experience in the industry



Sue
Service
Manager



Mari
Service
Administrator



Mike
Certified
Technician



Matt
Certified
Technician



Todd
Certified
Technician



Jim
Certified
Technician



Kevin
Certified
Technician



Ken
Certified
Technician



Jason
Certified
Technician



Chase
Equipment
Technician

Our service team receives many emails and calls thanking them for their excellent service. Here are a couple ways they ensure our customer's are satisfied.

Remote Customer Service

Using remote software allows the technicians to troubleshoot and resolve many problems over the phone. The technician can remotely connect a computer to the printer's computer. This allows them to view and resolve software issues.

No need to schedule a service call to your office, when we can connect remotely to the printer. Saving time and getting your printer working again right away.

Error Code

The error code is our guide to repairing your printer successfully. When placing a service call, if possible, please let us know the error code.

Helpful Solutions

If there are any delays in getting the printer working again, customers can send files to one of our store locations. We know how important printing is to your business.

We encourage you to call us first!

To request service or for a service plan estimate

Call our Service Manager
Sue Bauer at 1-800-884-4115 ext. 215

Go to our website
www.easternengineering.com
Choose Service then Service Request Form

Email
sue.bauer@easternengineering.com

Please have the following information when requesting service

Company name

Your name

E-mail address

Phone number with area code

Full address

Manufacturer

Model number

(located on the front of the printer)

Error code / Issue

All included with 12 month service plans

Fixed low monthly fee

All parts & labor

Travel time & fuel surcharge

Priority 4-hr call-back guaranteed

Preventative maintenance

Software updates

Extraordinary Customer Service | Trained and Certified by the Manufacturer



FOR SERVICE CALL
(800) 884-4115
extension 215

Serving These Locations
INDIANA, OHIO, KENTUCKY,
MICHIGAN AND ILLINOIS